Joint University Programmes Admissions System
Online Application System User Guide for Applicants

Personal Profile

Update Communication Information
INTRODUCTION

The JUPAS Office, the 9 JUPAS participating-institutions and the SSSDP institutions will contact you via one or more of the following channels:

1. phone (home and mobile);
2. personal email;
3. SMS;
4. mail; or
5. the message box in your JUPAS account.

You should therefore ensure that your contact information (such as email address, phone numbers and mailing address, etc.) is up to date and correct, otherwise you may not receive important messages and correspondence from the JUPAS Office, the 9 JUPAS participating-institutions and the SSSDP institutions.

It is your responsibility to check all information from, and messages sent by, the JUPAS Office, the 9 JUPAS participating-institutions and the SSSDP institutions by post, via phone, via the JUPAS online application system or via email and / or SMS. If you fail to do so, you will miss important information. No reminders to check for such information will be sent to you.

If you want to know more details about communication information, please visit the section of “Communication Channels” at the JUPAS website.
CONTENTS

1. REVIEW Communication Information  Page 3
2. UPDATE Mailing Address and Phone Numbers  Page 4
3. CHANGE Email Address  Page 5

Note

The JUPAS online application system ONLY supports single log-on. Please refrain from logging on your JUPAS account with multiple devices and / or browsers simultaneously to ensure data integrity.
1. **REVIEW Communication Information**

1.1 Log on your JUPAS account and **click “Personal Profile”**.

1.2 **Click “Communication Information”**.

1.3 You will see your communication information on this page.
2. **UPDATE Mailing Address and Phone Numbers**

2.1 Update the information including:

1. Mailing Address in English;
2. Area;
3. Personal Mobile Phone No.; and / or
4. Home Phone No.

2.2 Click “Submit”.

2.3 Your communication information has successfully been updated.

**Note**

You **SHOULD NEVER** share your mobile phone no. or mailing address with other applicants.
3. **CHANGE Email Address**

As email is one of the channels that the JUPAS Office, the 9 JUPAS participating-institutions and the SSSDP institutions will use to communicate with you, you must ensure that the setting of your personal email account will not filter out or place such correspondence in the trash / junk bin.

3.1 **Click** “Change Email Address”.

3.2 **Enter** the new email address twice and the password.

3.3 **Click** “Submit”.

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3.4 Stay on this page. DO NOT close it.

3.5 Check for the Verification Code which has been sent to your newly registered email account by the JUPAS Office.

Note
If you cannot find the Verification Code email, check the trash / junk bin of your email account.

3.6 If you do not receive the Verification Code:

- Click “Regenerate Verification Code”.
- Check your newly registered email account again.

Note
If you have regenerated the Verification Code more than once, use the latest one.
3.7  **Enter** the Verification Code and **click** “Submit”.

3.8  Your email address has successfully been updated.

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**Note**

You **SHOULD** log out from the JUPAS online application system when you have finished using it.